DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT SUPPORT LOGISTICS AGENCY









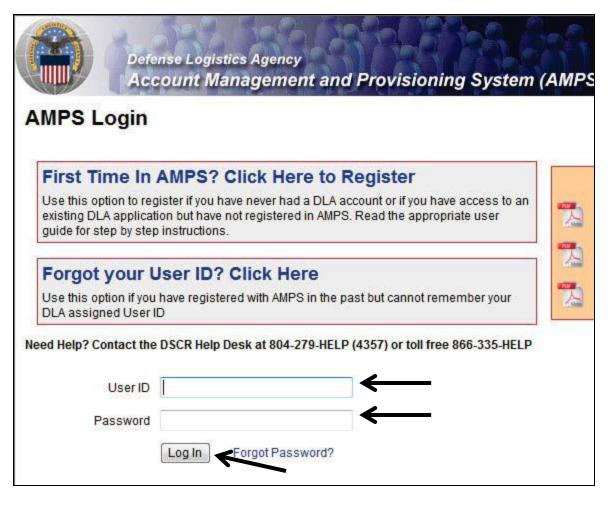


Resetting RTD Account when Receiving Authentication Failed Message



Not Able to Log On to RTD Web

- If you receive the error message "Authentication Failed" when trying to log into the RTD Web External Business Portal please follow the below guide.
 - If you have an account and all of your roles in the old AMPS (https://amps.dla.mil) you will be able to reset your own password by following this guide.

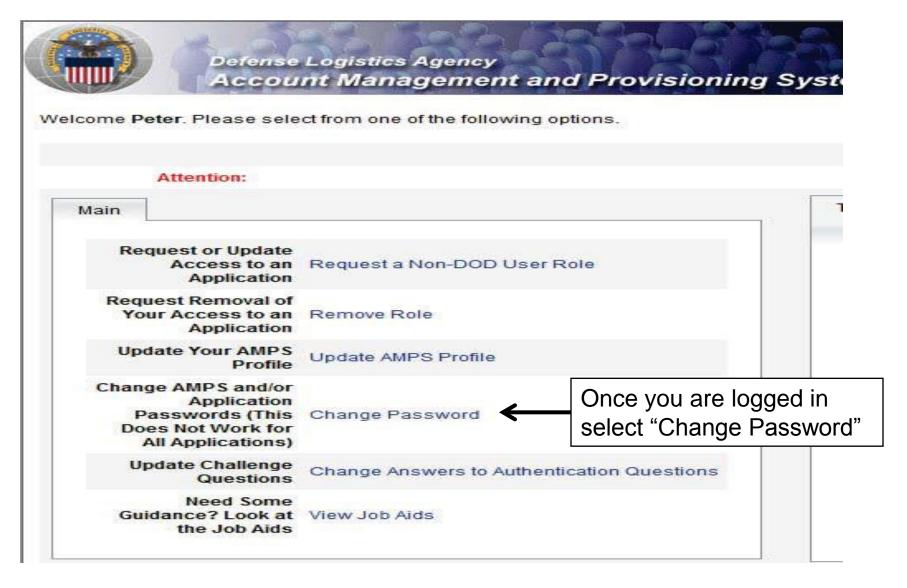


- Navigate to <u>https://amps.dla.mil</u>
- 2. Enter your User ID and Password
- 3. Click "Log In"

Note:

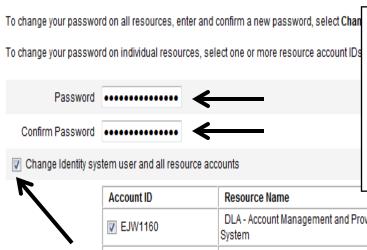
If you don't remember your password type in your User ID and click "Forgot Password?". You will then be required to answer your security questions. If you do not remember the answers or your User ID please call 855-352-0001 option number 2.







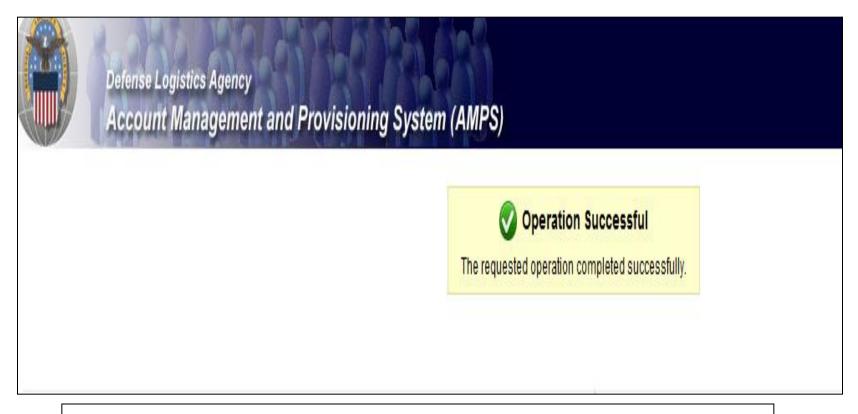
Change Password



- Type in a password following the Password Policy listed below. Please note you can use the same password you already had.
- 2. Check the box next to "Change Identity System" user and all resource accounts".
- Click "Change Password".

'\	Account ID	Resource Name	Resource Type	Exists	Disabled	Password Policy
	▼ EJW1160	DLA - Account Management and Provisioning System	DLA - Account Management and Provisioning System	Yes	No	None
i Resource accounts whose password will be changed if selected.		EAD	OID	Yes	No	Maximum Length: 32 Minimum Alpha: 4 Minimum Begin Alpha: 1 Minimum Length: 15 Minimum Lowercase: 2 Minimum Number of Character Type Rules That Must Pass: All Minimum Numeric: 2 Minimum Special: 2 Minimum Uppercase: 2 Must not contain values of attributes: accountld, email, firstname, fullname, lastname Must not contain words: &, ", /, ', `, \ [,], (,), %, {, }, @, \$, ?





Once it says "Operation Successful" you can log out of AMPS and try logging back into the RTD Web External Business Portal. If you still receive the "Authentication Failed" message please call 855-352-0001 or 1-800-532-9946.

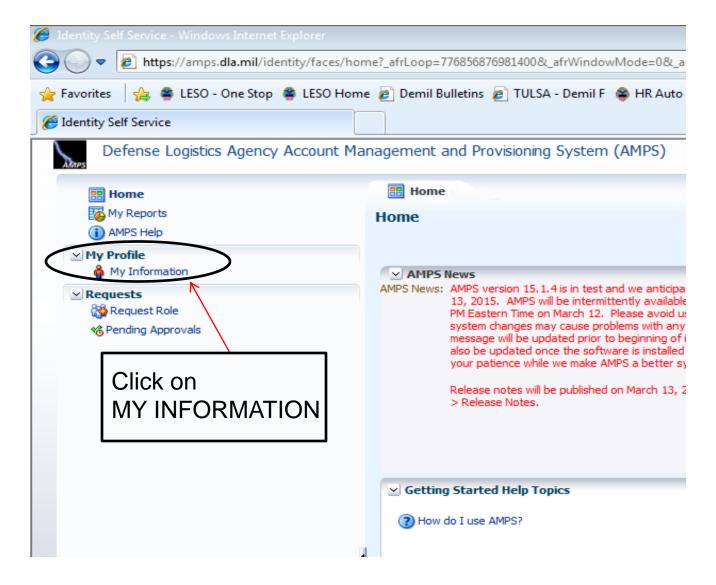


RTD Lockout New AMPS Password Reset

- If you created your account in NEW AMPS, you will need to use the following instructions
- If you continue to have issues with your account not logging in, please contact the AMPS HelpDesk at 855-352-0001
- You can access the NEW AMPS website at: https://amps.dla.mil/oim



RTD Lockout New AMPS Password Reset





RTD Lockout New AMPS Password Reset

